

Name of service:

# HARDWARE SECURITY MODEL (HSM)

## 1. Service description



- 1.1. As part of the service, the client can use the functionality of a shared hardware security module (hereinafter HSM) to store security certificates and authentication keys (hereinafter service).
- 1.2. The content and functionality of the service will be limited to the use of the functionalities of the security module and the required resources.
- 1.3. Telia will provide the number of client licenses for the server (client's application) required for the operation of the HSM, in accordance with the number of the client's servers.
- 1.4. The client obtains the certificate required to use the service from Telia on the basis of a certification request and the client sends it to Telia.
- 1.5. Telia enables the client to use the HSM service in a high-availability configuration. Ensuring high availability is the responsibility of the client and it has to be configured in the client's application according to the instructions provided by Telia.

## 2. Client's obligations



- 2.1. The client is obligated to ensure the necessary and sufficiently quick communication channel and its performance for use of the service.
- 2.2. The client is obligated to inform Telia of all changes that may influence the performance of the service.
- 2.3. The client is obligated to consider the fact that although Telia is responsible for service operability as the service provider, some service processes and daily actions depend either completely or partly on processes or infrastructure completely under the control of the client.

## 3. Service availability



- 3.1. A single service outage during working time should not exceed 4 (four) consecutive hours.
- 3.2. Service outages in one month should not exceed 16 (sixteen) hours.
- 3.3. During working time, the prescribed maximum reaction time to performing configuration changes or the client's inquiries is 8 (eight) hours.

## 4. Technical support



- 4.1. Telia provides technical support:
  - ✓ customer support at **+372 606 9944**;
  - ✓ customer support via email [help@telia.ee](mailto:help@telia.ee).
- 4.2. Error messages have to be always forwarded over the phone, other questions can be sent via email.
- 4.3. After making contact, the person to have done so or the client's primary contact person must be available by telephone.
- 4.4. The status and resolution of the inquiries being resolved by Telia can be monitored on the IT portal.



## 5. Service fee



5.1. The client will pay the fees related to the service based on the terms of service and price list, following the combination of service parameters used during the invoicing period.

5.2. In addition to the monthly fee, the client is required to pay a fee fixed in the price list for any (additional) services ordered by the client.

## 6. Additional terms



6.1. In addition to the agreement and the terms of service, the parties will be guided by the rules for IT services, Telia's general terms and conditions, and the price list.

6.2. If Telia comes in contact with personal data in providing the service, Telia as the controller will process these in accordance with the rules for IT services. The parties will record the details of processing personal data separately, if necessary.

